



# PROCESS QUALITY & DOCUMENTATION

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## COURSE OVERVIEW

*This course gives a comprehensive understanding of the principles and practices involved in ensuring quality and maintaining efficient documentation within various business processes.*

The course covers essential topics such as process analysis, process improvement methodologies, quality management systems, and documentation standards. Students will learn how to identify bottlenecks, analyze process flow, and implement strategies for enhancing productivity and quality. Additionally, the course emphasizes the importance of documentation accuracy, organization, and accessibility in supporting process efficiency and compliance. Through a combination of theoretical concepts, case studies, and practical exercises, students will develop the skills necessary to evaluate, improve, and document processes effectively in order to achieve optimal business outcomes.

## LEARNING OBJECTIVES

- ✓ Understand the fundamental principles of process quality.
- ✓ Gain proficiency in analyzing business processes, identifying bottlenecks, and proposing improvements to enhance productivity and quality.
- ✓ Develop knowledge of various quality management systems and methodologies.
- ✓ Acquire skills in creating accurate, and accessible process documentation.
- ✓ Cultivate the ability to assess the effectiveness of process documentation.
- ✓ Enhance problem-solving skills.
- ✓ Develop a strong understanding of the relationship between process quality, documentation, and overall business performance.
- ✓ Gain insights into emerging trends and technologies related to process quality and documentation.